

W. Scott Randolph  
Director – Regulatory Affairs



November 20, 2002

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Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, DC 20554

**Ex Parte:      Review of the Section 251 Unbundling Obligations of Incumbent Local  
Exchange Carriers – CC Docket No. 01-338; Implementation of the Local  
Competition Provisions in the Telecommunications Act of 1996 - CC Docket  
No. 96-98; Deployment of Wireline Services Offering Advanced  
Telecommunications Capability – CC Docket No. 98-147**

Dear Ms. Dortch:

On November 20, 2002, Tom Maguire, Augie Trinchese, Ed Shakin, Dee May and the undersigned met with William Maher and Scott Bergmann of the Wireline Competition Bureau to discuss Verizon's hot-cut process and performance. We reviewed the steps involved in performing hot-cuts and explained how the existing process was developed through state commission collaboratives with direct CLEC involvement. We also discussed the improvements Verizon has made in the process over the past several years, including converting large numbers of lines on a project-managed basis and the implementation of its Wholesale Provisioning Tracking System (WPTS), which enables a CLEC to electronically manage its conversion orders. Finally, we reviewed the performance measures applicable to hot-cuts and explained how many of those measures apply to project-managed hot-cut orders.

Please associate this notification with the record in the proceedings indicated above. If you have any questions regarding this matter, please call me at (202) 515-2530.

Sincerely,

A handwritten signature in cursive script, appearing to read "W. Scott Randolph".

W. Scott Randolph

Attachment

cc:      William Maher  
         Scott Bergmann

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# Wholesale Local Service Overview

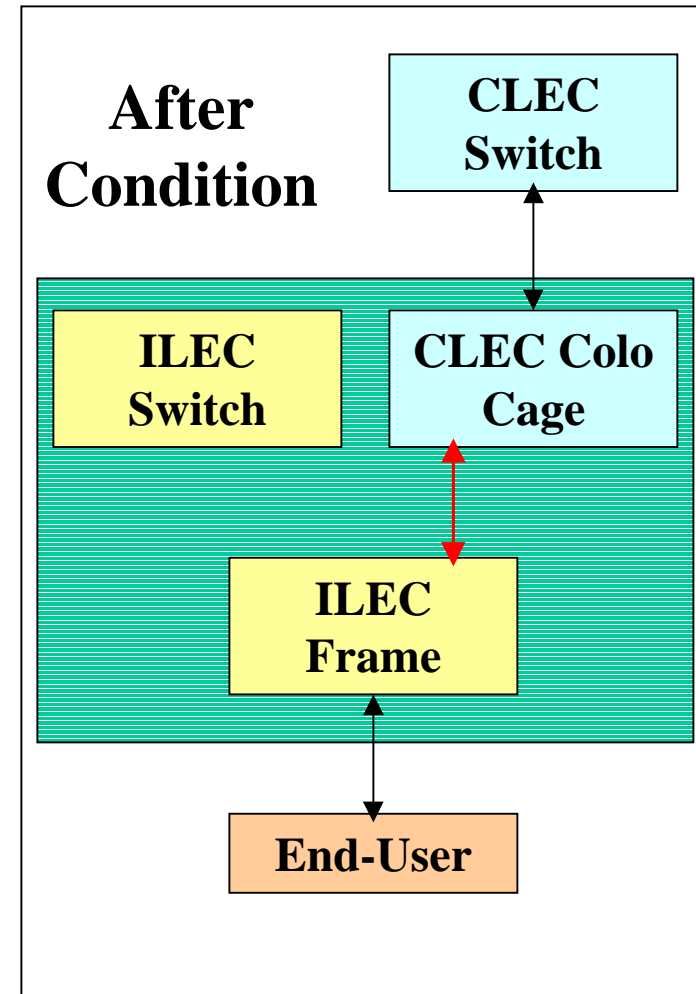
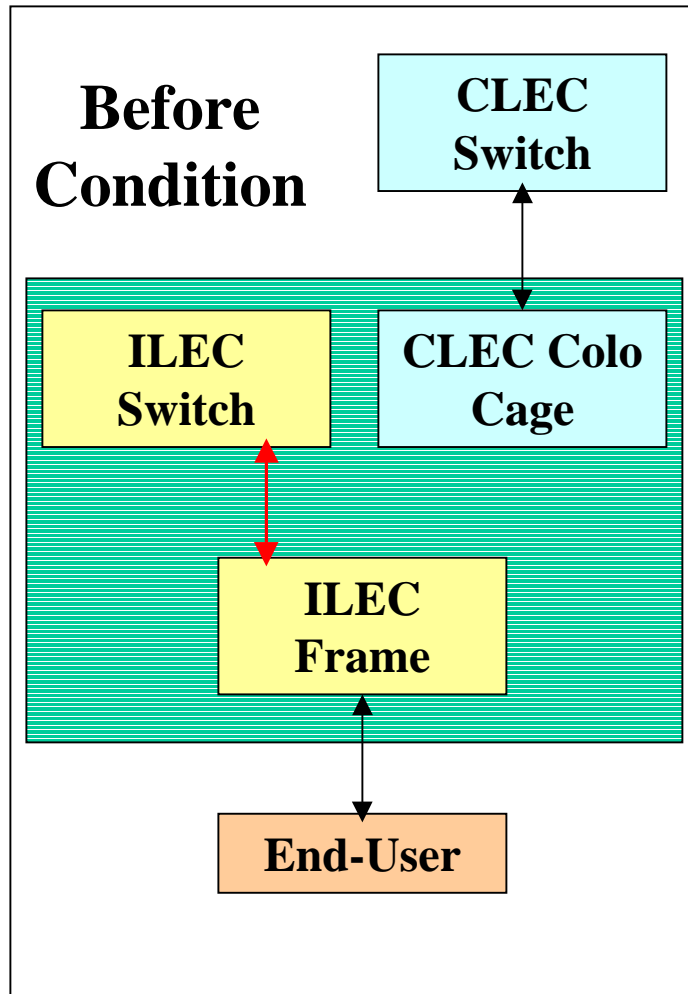


# Hot Cut Overview

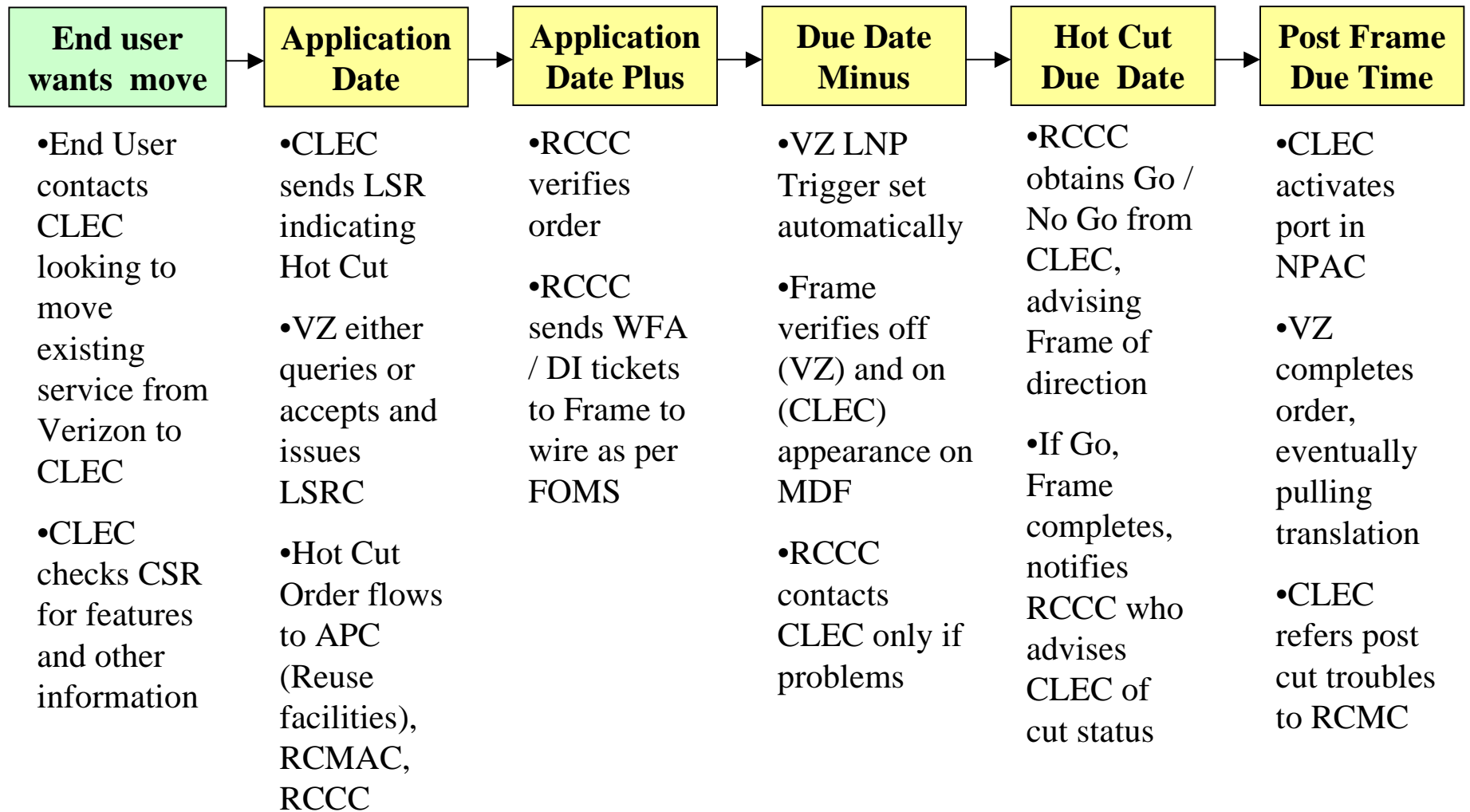


- ◆ **Collaborative process**
- ◆ **Continuous improvement over the years**
  - ISO9000
  - Projects
  - WPTS
- ◆ **Specific metrics apply**
  - Timeliness
  - Quality

# Simplified Hot Cut



# Simplified Hot Cut Process



# Simplified Hot Cut Process

## *CLEC Self Service - WPTS*



- ♦ **Wholesale Provisioning Tracking System**
  - Provides CLECs with the ability to manage their workload while eliminating the need to call the Provisioning centers
- ♦ **Approach:**
  - Provide web based system that provides current status of service orders
  - Allow for easy identification / resolution of problem orders
  - Establish web-based communication with Provisioning centers and Central Office technicians

# Simplified Hot Cut Process

## CLEC Self Service - WPTS



WPTS Hot Cuts - Microsoft Internet Explorer provided by Verizon

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print Copy Paste

Address  Go Links

**WPTS Hot Cut Views**

[Contact us](#) [Sign out](#)

[Verizon Wholesale](#)  
[DPS Report](#)  
[Hot Cut Views](#)  
[Large Jobs](#)  
[Administration](#)

Status:   
Order:   
PON:

View By Due Date:   
OR, By Date Range (00/00/00)  
Start Date:  End Date:

Region:   
TN (10 digits):   
Circuit:

CLEC:   
CLI:  VZ Tech:   
Sort By:

View Type:  
[Orders](#)  
[Verify](#)  
[Facility](#)  
[IDLC](#)  
[DT Error](#)  
[Go Ahead](#)  
[Confirm](#)  
[Pending](#)  
[Clear All Fields](#)

CLEC Order List 10/18/02 02:20:41 PM ordRegion In (78,72,67,70,74,71,73,76,83,77), ordMCN In (AFYL,'AFY') 17 Records | 1 Page

Item	PON	VZ Tech	VZ Order	# of Lines	Due Date	Due Time	Facility Conversion	Order Verification	Status	Time	Date
0001	00-1553261VZ-LP		0644896	001	10-04	08:45:00	Unknown	OK			
0002	00-1575824VZ-LP		0827777	001	10-16	01:00:00	Unknown	Not Verified			
0003	00-1581647VZ-LP		0829406	006	10-16	01:00:00	Unknown	OK			
0004	04-1566542VZ-L		2761477	001	10-16	02:00:00	Unknown	Not Verified			
0005	00-1491373VZ-LP		0787334	004	10-16	09:00:00	Unknown	Not Verified			
0006	00-1575864VZ-LP		0824752	004	10-16	10:45:00	Unknown	Not Verified			
0007	01-1573003VZ-LP		0812289	003	10-16	11:00:00	Unknown	Not Verified			
0008	01-1578122VZ-LP		0840074	006	10-17	02:00:00	Unknown	OK			
0009	01-1578122VZ-LP1		0841230	001	10-17	02:00:00	Unknown	Not Verified			
0010	01-1540302VZ-LP		2661693	003	10-17	12:00:00	Unknown	Not Verified			
0011	01-1573142VZ-L		0811261	001	10-22	01:00:00	Unknown	Not Verified			
0012	01-1595915VZ-LP		0929306	002	10-24	01:00:00	Unknown	Not Verified			
0013	03-1588651VZ-LP		2861916	004	10-24	11:00:00	Unknown	Not Verified			
0014	02-1589265VZ-LP		0937491	001	10-25	01:00:00	Unknown	Not Verified			
0015	00-1600977VZ-LP		0945601	005	10-25	01:00:00	Unknown	Not Verified			
0016	00-1600677VZ-LP		0945511	002	10-28	01:00:00	Unknown	Not Verified			
0017	01-1598741VZ-LP		0940959	011	11-04	08:00:00	Unknown	Not Verified			

Showing  rows [Full View](#)

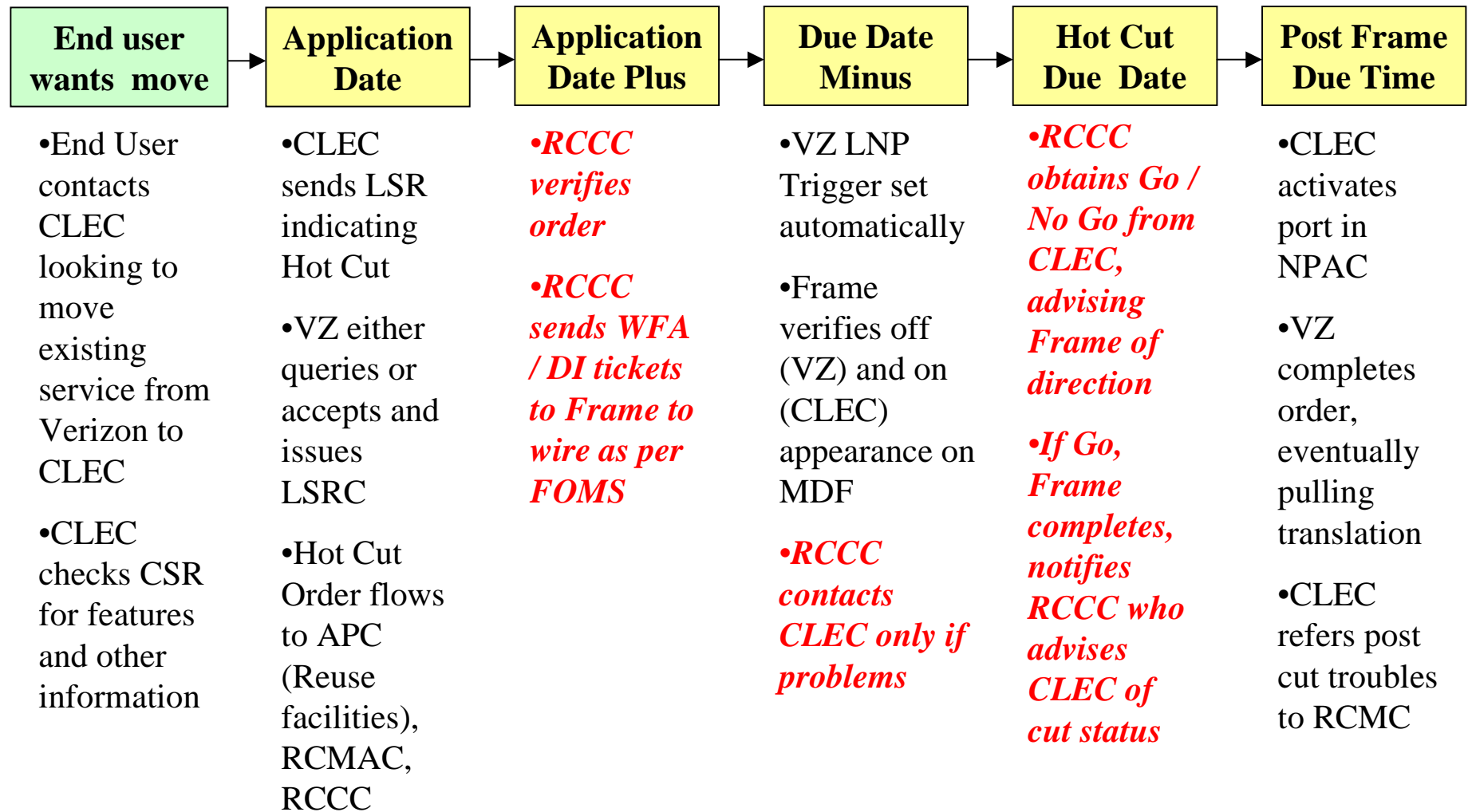
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Local intranet

Start | Elaine Gouras... | Microsoft Exc... | WPTS Hot C... | 100% | 2:18 PM

# Simplified Hot Cut Process

## CLEC Self Service - WPTS



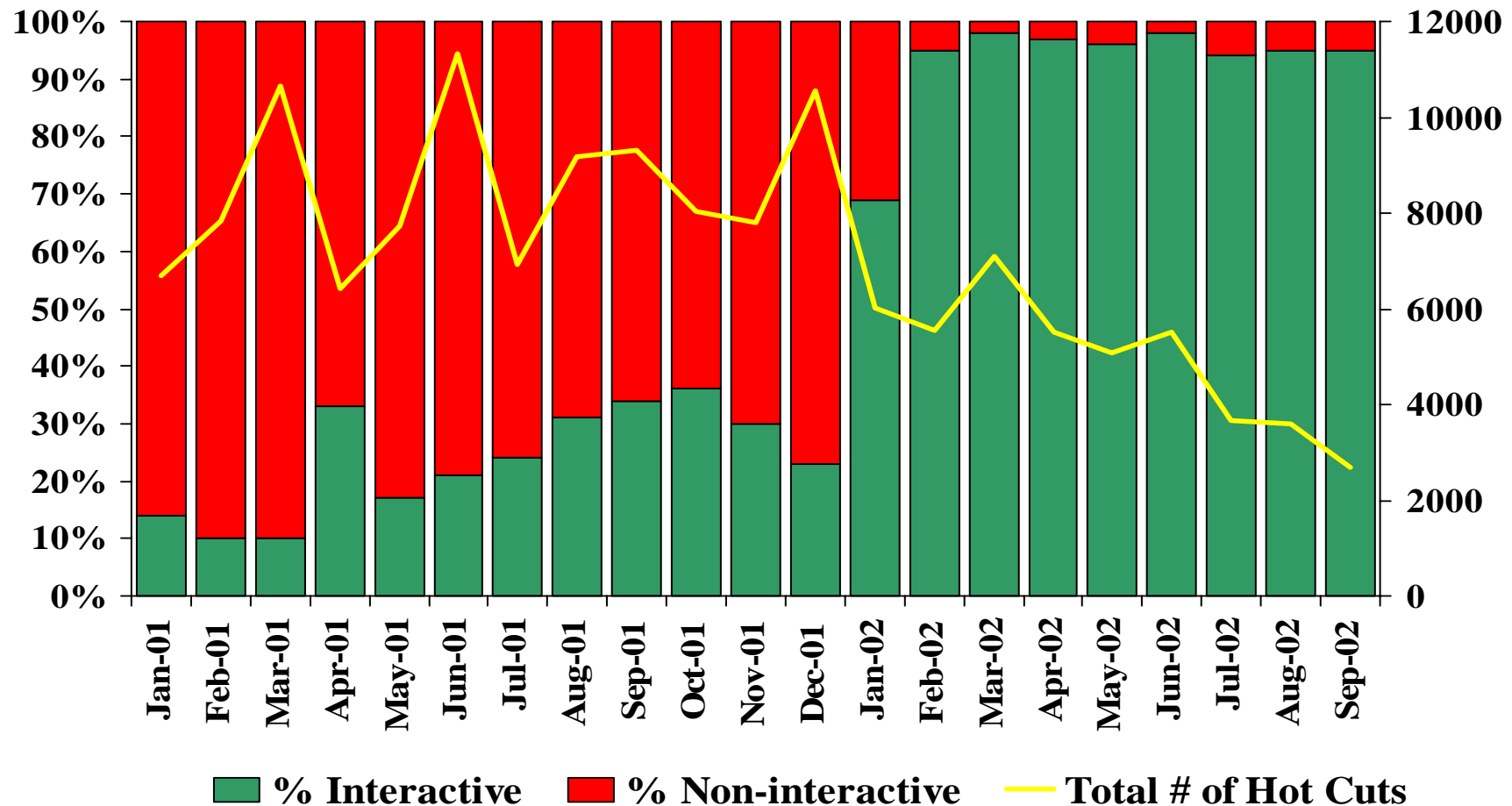


# Simplified Hot Cut Process

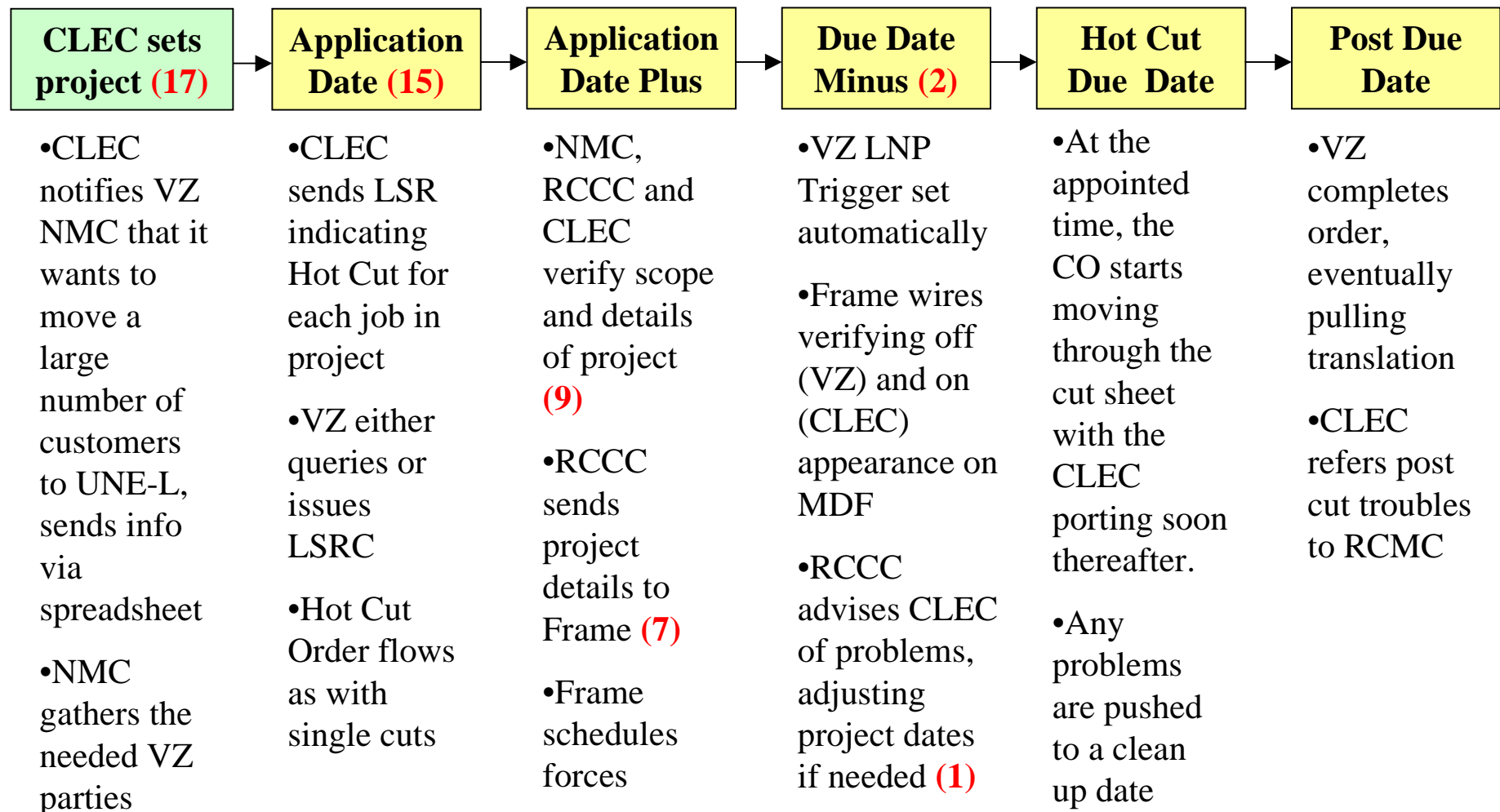
## CLEC Self Service - WPTS



### North Region



# Project Hot Cut Process



**Red number in parentheses reflect days to due date in current process**

# Project Hot Cut Metrics



- ♦ **Ordering: All metrics except LSC timeliness / rejections**
  - Completion notification timeliness
  - Flow Through
- ♦ **Provisioning: specific Hot Cut measures**
  - I Codes
  - On time performance

# Project Hot Cut Metrics



- ♦ **Maintenance: All typical Loop measures after the service order is completed**
  - Average time to Create, Modify, Cancel Trouble
  - Average time to Test
  - Network Trouble Report Rate
  - Missed Appointments
  - MTTR
  - OOS>24 hours
  - Repeaters